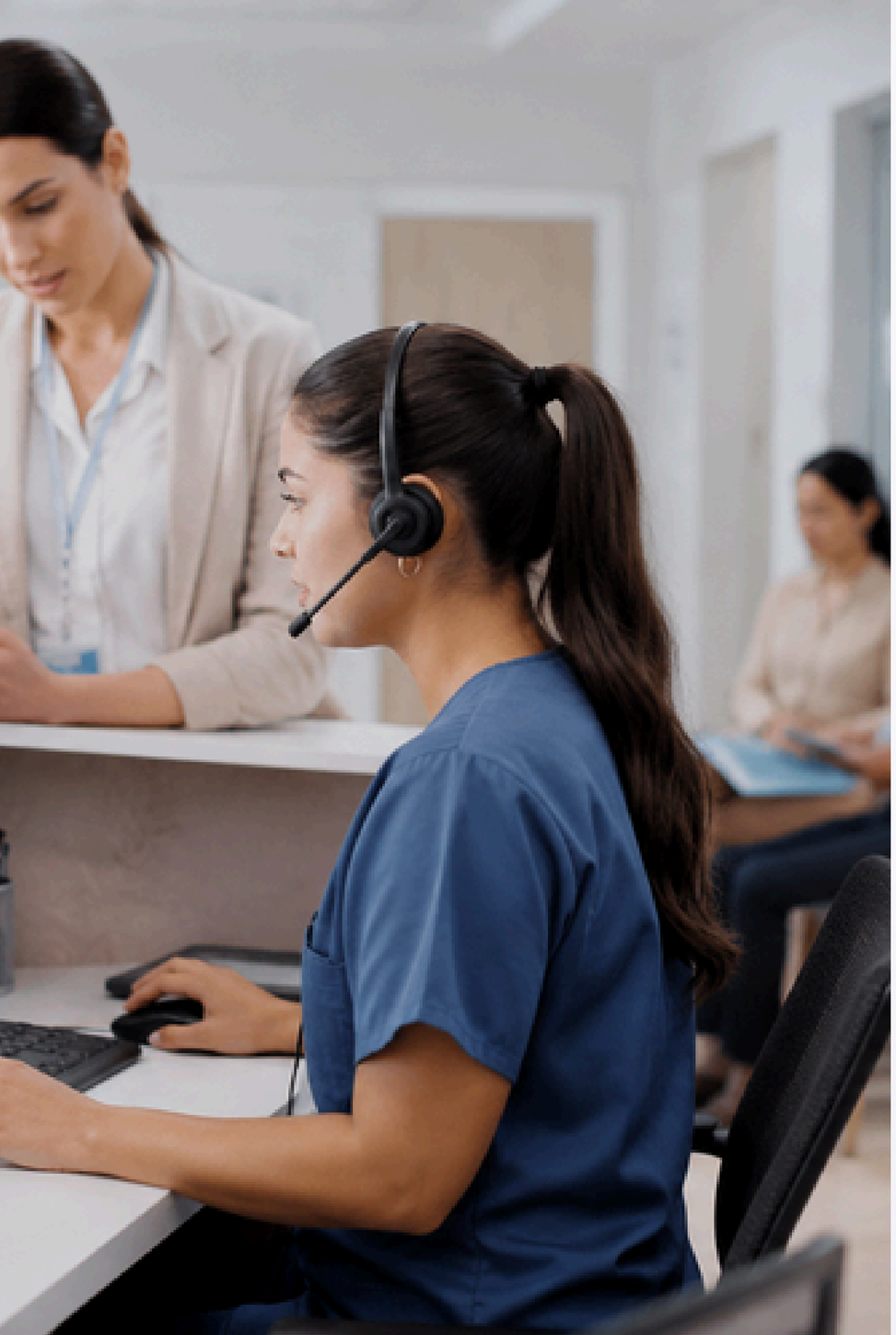
GYAN SOLUTIONS | HEALTH & LIFE SCIENCES

AI Appointment Scheduling Built Around Healthcare Operations

Gyan Solutions presents a voice AI assistant that handles patient calls while following the real operational rules of your clinic.

HEALTHCARE AI



A Simple Call. A Complex Operation.

Behind every appointment booking, the system must do far more than pick a time slot.

Verify Identity

Confirm patient profile before any action is taken

Check Availability

Match appointment type to provider rules and calendar

Update EHR/PMS

Sync changes across practice management systems

Know When to Hand Off

Transfer to staff when verification fails or review is needed

The Workflow Architecture

Every step is governed by clinic operating rules not just conversation logic.

If verification fails at any stage, no changes are made. A full handoff summary is prepared and the caller is transferred to a human team member with complete context.

LIVE DEMO — SCENARIO 1

Successful Appointment Booking

What Happens

- Patient calls to book a follow-up visit with Dr. Allen
- AI verifies identity via name, DOB, and phone number
- Checks provider calendar and scheduling rules in real time
- Offers available slots patient selects tomorrow at 2:30 p.m.
- Appointment booked, EHR updated, confirmation code **HC-4829** issued

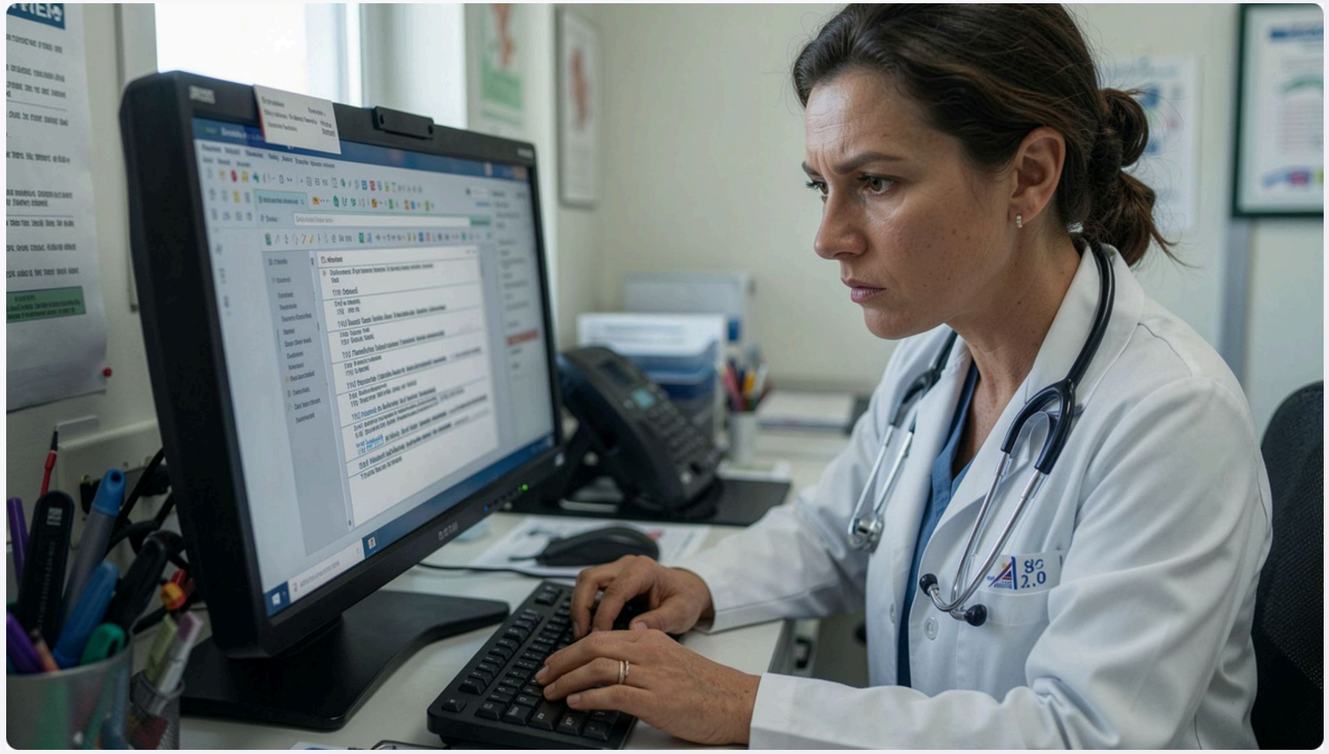
Zero staff involvement. Full verification. Complete audit trail.

LIVE DEMO — SCENARIO 2

Failed Verification & Human Transfer

What Happens

- Caller requests to cancel an appointment for Emily Parker
- Confirmation code provided does not match the record
- Date of birth also fails to match verification blocked
- **No appointment changes are made**
- AI prepares a full handoff summary and transfers to clinic staff



The assistant protects the record. It does not force automation over safety.

HEALTHCARE AI WORKFLOW DEMO

See the Appointment Scheduling Assistant in Action

Watch how Gyan Solutions Health & Life Sciences designed an AI-enabled scheduling workflow around real clinic operations. The demo shows patient verification, provider availability checks, scheduling rules, EHR/PMS updates, confirmation steps, and safe staff handoff when human review is needed.

What Sets This Apart

This is not a chatbot that talks. It is an operations tool that follows your clinic's rules.

No Change Without Verification

Every booking, reschedule, or cancel request is validated against the patient record before any system is touched.

Full EHR/PMS Integration

Confirmed appointments update your practice management system and trigger patient confirmations automatically.

Structured Human Handoff

When escalation is needed, staff receive a complete summary — request type, verification result, and reason for transfer.

Operational Value at a Glance

0

Unsafe Changes

No appointment modified without verified patient identity

100%

Audit Coverage

Every call logged with outcome, verification status, and escalation reason

24/7

Availability

Handles calls, bookings, and confirmations around the clock

1

Seamless Handoff

Staff receive full context before taking over any escalated call

The Goal Is Not to Replace Your Team

It's to give them a **clearer, safer, and more reliable scheduling operation.** The AI handles repetitive calls, reduces scheduling errors, and keeps staff focused on the interactions that require human judgment.

- Reduce repetitive scheduling workload
- Improve appointment visibility and accuracy
- Keep staff in the loop when it matters most

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Operational Clarity Before Technical Change

Gyan Solutions is a Detroit-area operations consulting and systems implementation firm helping mid-sized, process-heavy organizations align workflows, systems, data, reporting, and decision-making. Our approach begins with Operational Advisory, followed by separately scoped Technology & AI Implementation where needed.

Request a Free Operations Fit Call

Explore Healthcare Solutions